

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
Mental Retardation and Developmental Disabilities Administration

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Administration or Office: Mental Retardation and Developmental Disabilities Administration	Policy Number: MRDDA 14.1
Responsible Program or Office: Deputy Administrator for Administration	Number of Pages: Two (2)
Date of Approval by the Director:	Number of Attachments:
Effective Date:	Expiration Date, if Any:
Supersedes Policy Dated:	
Cross References and Related Policies:	
Subject: <b>Customer Service Policy</b>	

**1. PURPOSE**

The purpose of this policy is to ensure that all MRDDA employees adhere to the Mayor's Memorandum for Telephone Based Standards (MO2003-3), Voicemail Standards (2000-2) and Communication Standards (2002-2), which dictates how employees are expected to communicate with all public entities.

**2. APPLICABILITY**

This policy applies to all employees of MRDDA, contract employees, volunteers and providers/vendors who provide services to all individuals who are part of the MRDDA service delivery system.

**3. AUTHORITY**

The authority and functions of DHS as set forth in sections III (U) and III (V) of Reorganization Plan No. 3 of 1986, effective January 3, 1987, Mayor's Memorandum Telephone Based Standards of 2003-3, Telephone/Voicemail Standards of 2000-2, Communication Standards of 2002-2.

**4. DEFINITIONS**

Correspondence - any written material transmitted to or from an agency, another government department, provider/vendor, an individual or his/her family member, guardian or employee within MRDDA, submitted to an agency for action or information. (Memorandum, letters, fax, e-mail, i.e.)

Main Numbers – the phone, and fax numbers designated as the official point of contact for MRDDA.

Internal Compliance Audit – a report of MRDDA's compliance with the Mayor's Customer Service standards based on random sampling of employee's voice mail, correspondence, response to actual calls, and face to face communications.

## **5. POLICY**

It is the policy of MRDDA to ensure that all MRDDA employees, contract employees, providers/vendors and volunteers are trained in and compliant with the Mayor's Customer Services standards.

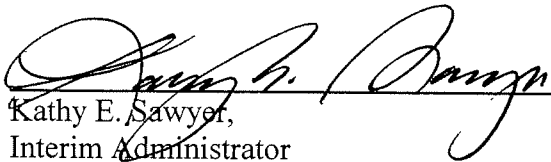
## **6. RESPONSIBILITY**

The responsibility for this policy is vested in the Administrator of MRDDA. The implementation of this policy is the responsibility of the Deputy Administrator for Administration.

## **7. STANDARDS**

In order to ensure compliance with this policy, MRDDA has adopted the Mayor's Customer Services Standards as it pertains to telephone, fax and written correspondence by:

1. Ensuring that all employees are trained in telephone/voice mail, written correspondence, as mandated in the Mayor's Customer Services and Telephone Guidelines.
2. Designating a Customer Service Liaison for each of the divisions within the Administration in order to ensure continued compliance with this standard.
3. Performing random internal audits of the employee's voicemail, correspondence, and face-to-face communications.
4. Developing an agency correspondence manual composed of examples of written correspondence as mandated by the Mayor's Customer Service Standards.
5. Ensuring that a customer service representative is manning the MRDDA main telephone number between 8:15 a.m. to 4:45 p.m.

  
Kathy E. Sawyer,  
Interim Administrator

12/5/06  
Date